

AHMAD Y MIQDAD

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Seeking challenging Director position where I could use my experience and knowledge to the best advantage of the company.

As an individual am a highly experience in H.K particularly in setting up the system, performance management, developing policies and procedures, retention, reputed organization, strong communicator, business and technical issues and organizational change.

Inforce and implement H.K strategies whilst improving internal processes and procedures within a demanding environment, project deadlines, budgets and manning guide. Improving the quality by developing my career goals and organize training programs and Professional Development Activities, workshops for staff.

Evaluate, classify and grade jobs. Forecast, plan, and managing the HK Budget preparation. Ensure current job description is available for each complement position.

Develop and implement HK policies and Procedures Manual to facilitate effective process within the company. Proficiency in written and spoken Arabic Willingness to travel Problem Solver Good Communicator Good Planner Creative Dealing with Difficult Situations Proficiency in Successful Appraise.

DUTIES AND RESPONSIBILITY:

- Ensures guest room status is communicated to the Front Desk in a timely and efficient manner.
- Works effectively with the Engineering department on guestroom maintenance needs.
- Supervises the property general cleaning schedule.
- Obtains list of rooms to be cleaned immediately and list of prospective check-outs or discharges to prepare work assignments.
- Inventories stock to ensure adequate supplies.

- Supervises daily Housekeeping shift operations and ensures compliance with all housekeeping policies, standards and procedures.
- Assists in the ordering of guestroom supplies, cleaning supplies and uniforms.
- Supports and supervises an effective inspection program for all guestrooms and public space.
- Communicates areas that need attention to staff and follows up to ensure understanding.
- Ensures all employees have proper supplies, equipment and uniforms.
- Participates in the management of the department's controllable expenses to achieve or exceed budgeted goals.
- Understands the impact of department's operations on the overall property financial goals and objectives and manages to achieve or exceed budgeted goals.
- Comprehends budgets, operating statements and payroll progress reports as needed to assist in the financial management of department.
- Responds to and handles guest problems and complaints.
- Strives to improve service performance.
- Empowers employees to provide excellent customer service.
- Emphasizes guest satisfaction during all departmental meetings and focuses on continuous improvement.
- Participates as needed in the investigation of employee accidents.
- Supervises staffing levels to ensure that guest service, operational needs, and financial objectives are met.
- Ensures employees understand expectations and parameters.

- Ensures property policies are administered fairly and consistently, disciplinary procedures and documentation are completed according to Standard and Local Operating Procedures (SOPs and LSOPs) and support the Peer Review Process.
- Observes service behaviors of employees and provides feedback to individuals.
- Uses all available on the job training tools to train new room attendants and provide follow-up training as necessary.
- Participates in the employee performance appraisal process, providing feedback as needed.
- Assists as needed in the interviewing and hiring of employee team members with the appropriate skills.
- Supports a departmental orientation program for employees to receive the appropriate new hire training to successfully perform their job.
- Participates in employee progressive discipline procedures.

EXPERIENCE

Feb.2020-CURRENT

ASSISTANT DIR.STYLE (HEAD), W AMMAN HOTEL/MARRIOTT INT.

May.2018 – Feb.2020

EXECUTIVE HOUSEKEEPER, ALOFT DHAMRAN HOTEL /MARRIOTT INT.

June.2016 – May.2018

EXECUTIVE HOUSEKEEPER, CORAL ALKHOBAR HOTEL /HMH.

May.2014 – June.2016

EXECUTIVE HOUSEKEEPER, GOLDEN TULIP HOTEL /LOUVRE GROUP.

May.2012 – May.2014

EXECUTIVE HOUSEKEEPER, TULIP INN HOTEL /LOUVRE GROUP.

Feb.2011 – May.2012

SENIOR SUPERVISOR HK, SOFITEL AL KHOBAR HOTEL /ACCOR.

EDUCATION

JUNE.2010

B.S HOTEL & TOURISM MANAGEMENT, IRBID NATIONAL UNIVERSITY.

TRAININGS AND COURSES:

- Marriott Interviewer Certification Training-Marriott ELearning.
- Global Privacy –Marriott.
- Global Anti-Corruption-Marriott.
- Cleanliness Champion-Phase Two Knowledge Check-Marriott.
- Cleanliness Champion-Phase One Knowledge Check-Marriott.
- Whatever whenever Pro Plus-Marriott.
- Whatever whenever Pro-Marriott.
- Clean Matters-Marriott.
- Covid-19 Heightened Sanitation Practices-Marriott.
- Risk Management Security-Marriott
- HK leader | Opera PMS-Marriott.
- Pre-Arrival Planning-Marriott.
- First Class Galileo – in time table reservation skills.
- English Language from level 2 up to level 6 (Britch Council).
- SPG Training by Marriott.
- EMPOWER: Guest Experiences - Housekeeping by Marriott.
- ISPT by Marriott.
- Loyalty by Marriott.

REFERENCES

Amjad Audat, Hotel Manager W Amman, +962 77 800 55 00.

Mona Batache, Multi Property Director of Human Recourses, +962-770444040.

Noran Al Masri, Complex Training Manger W Amman, +962-778881039.

Ibrahim Al Damin, Dir. Rooms, W Amman, +962-770422443.

Wael Makahleh, Regional GM, JW Marriott Kuwait, +965-22455550.

Khaled Al Shawesh, Hotel GM, Aloft Dhahran Hotel, +966-593940005.

Saeed Abu Nouh, Dir. Finance, Aloft Dhahran Hotel, +961-3852358.

